

## COV Account Request

Visit <https://accountrequest.vita.virginia.gov/>

Under “Account Request Selection:” select “**COV Network Account**”

- **Complete Section 1**

**Agency:** Select “**DJJ**”

**Effective Date for Request:** provide the **Effective Date**

**Type of Request:** select appropriate option **NEW/MODIFY/DISABLE**

- **Complete Section 2**

**Single or Multiple Users:** select accordingly, usually **SINGLE** (for multiple users see instructions at the end of this document).

**Type of Employee:** select appropriate employee status

**Position/Job Title:** provide Position and Title information as shown in Time and Labor

Provide new employee’s information

Provide Manager’s information

- **Complete Section 3**

**Access Groups and Distribution Lists Required?**

select **NO** unless you know the specific list of security groups and distribution list needed.

**Account Model Required?**

**Note:** if you provided the list of security groups and distribution lists in the step above the answer to this question must be **NO**. If you do not know the specific security groups or distribution lists but you have a current employee with COV account that can be used as model to clone the new employee’s account then select **YES** and continue to the next step.

**Account Model Name:** provide the name of the current user that is going to be used as a clone for the new account.

**Account Model Email:** provide the email address of the current user that is going to be used as a clone for the new account.

Email Account Required? select appropriate option.

**Please Note:** if the new account is for a contractor or third party partner using their own email address (ex. name@fairfax.gov) with their own email provider the answer here must be **NO**. Otherwise select **YES** and continue to next step.

Mailbox Size Required (License): select “**Unlimited Mailbox with Vault**” (DO NOT SELECT 30GB MAILBOX)

Hosted Mail Archiving (Veritas): select “**NO**”

Enterprise Handheld Service (Google MDM): select “**YES**”

Virtru Email Encryption: select “**YES**” (DO NOT SELECT NO)

Esna Fax To Email: select “**NO**”

Esna Voicemail to Email (must be a UCaaS Customer): select “**NO**”

Instant Messaging (Google Hangouts) select “**YES**”

Air Watch: select “**NO**”

VPN Access Required: select “**NO**” (DO NOT SELECT “YES”, see Note below)

**Please Note:** DJJ use VPN as the standard configuration for remote access. To request VPN access please follow the procedure outlined in the Authorized Account Requester Manual.

- **Complete Section 4**

Provide any additional information that can be helpful to setup the new employee’s account.

- **Complete Section 5**

Provide authorized requester’s information

- **Complete Section 6**

Under: **Agency Approver’s Email 1:** always use [Account.Facilitator@DJJ.VIRGINIA.GOV](mailto:Account.Facilitator@DJJ.VIRGINIA.GOV) DO NOT use any other email address unless the system will not accept this email address.

Only if the system does not accept the Account Facilitator email address, then send the request to one or all of the following Agency approvers:

Agency Approver’s Email 1: [Lourdes.Lunsford@djj.virginia.gov](mailto:Lourdes.Lunsford@djj.virginia.gov)

Agency Approver’s Email 2: [Kevin.Ferlazzo@djj.virginia.gov](mailto:Kevin.Ferlazzo@djj.virginia.gov)

Agency Approver’s Email 3: [ISO@djj.virginia.gov](mailto:ISO@djj.virginia.gov)

**DO NOT** use any other email address in this Section

## *Instructions for requesting **MULTIPLE** new users under Section 2*

If **MULTIPLE** option is selected provide the information for the first new employee as well as the Manager's information. Then make sure to click the ADD USER (green) button. The information for the first new employee will be posted into the open textbox.

Then provide the information for the second new employee as well as the Manager's information and click ADD USER. The information for the second new employee will be added into the open textbox. Continue with this process until all the new employees have been added.

When done continue to Complete Section 3 instructions above.

If you have any questions please contact [Account.Facilitator@DJJ.VIRGINIA.GOV](mailto:Account.Facilitator@DJJ.VIRGINIA.GOV)